



60.203: Student Notification via University Electronic Mail

Responsible Executive: Vice President for Research & Technology
Responsible Office: Office of Information Technology
Related Policy: 60.201, 60.205 and 61.001
Approved-On Date: September 22, 2004
Effective Date: September 22, 2004
Revision Date:

Policy Statement

Norfolk State University shall consider e-mail the primary mechanism for official communication with NSU students unless otherwise prohibited by law. The University reserves the right to send official communications to students by e-mail to their University-supplied e-mail addresses. The University fully expects that these students will receive and read their e-mails in a timely fashion.

Purpose

E-mail has become an efficient, fast and cost-effective method of communication that has many advantages over printed communication. This policy ensures that faculty and University offices can reach students, as needed through a standardized channel, namely, University e-mail. This policy establishes expectations for e-mail communication between faculty and students for educational purposes and between the University and students for University business purposes.

Procedures

Official University e-mail accounts are available for all registered students, faculty, and staff. **All passwords for accessing university information systems must be kept confidential and used according to acceptable policies.**

For Students:

Students are expected to check their official e-mail accounts on a frequent and consistent basis in order to stay current with University-related communications. The University recommends checking e-mail several times per week, preferably once per day. It is the student's responsibility to promptly report any problems with e-mail accounts or access to e-mail to the Office of Information Technology Help Desk at 823-8678.

For Faculty:

Faculty members are encouraged to use the official NSU e-mail address. Faculty members should determine how e-mail will be used in their classes and should specify e-mail requirements and expectations in course syllabi. The use of non-NSU e-mail addresses for communication with students regarding University business or educational matters are not acceptable. Using such accounts, faculty may unintentionally be in violation of the Family Educational Rights and Privacy Act (FERPA).

For Administrative Offices:

Offices such as the Office of the Registrar, Student Financial Services and Institutional Effectiveness and Assessment will send selected official communications to students via e-mail. Such e-mail might include individualized or group messages such as **Financial Aid award letters, Residential Life room assignments,** advising appointments, or University-wide surveys.